



nightlight<sup>®</sup>  
christian adoptions

## Performance and Quality Improvement Report – Q1 2026

### Introduction

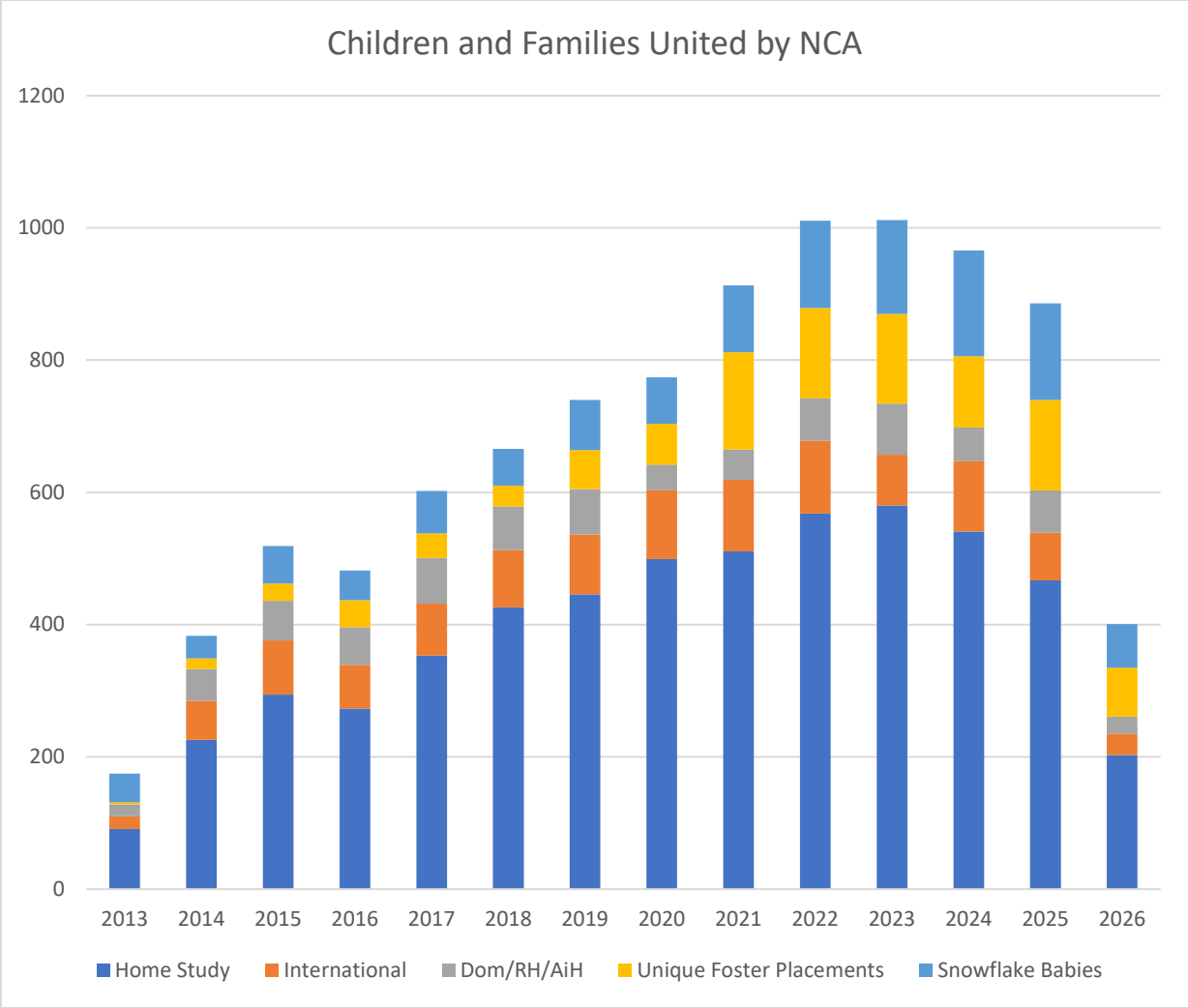
Welcome to our Performance and Quality Improvement (PQI) Quarterly Report. This report is intended for all stakeholders, including clients, staff, community members, board members, funders, and anyone interested in the work and mission of our organization.

Performance and Quality Improvement is a cornerstone of our organization. We are committed to continuous learning, growth, and excellence in the services we provide. Through this report, we aim to demonstrate our dedication to those we serve, our commitment to transparency, and our willingness to learn from both our successes and our challenges. We also value the perspectives of our stakeholders and welcome feedback on how we can improve both our services and this report.

An important purpose of this report is to share not only our accomplishments, but also opportunities for improvement. While we strive to meet the goals and targets we establish, there are times when we fall short. When that happens, we view it as an opportunity to evaluate our practices, learn from our experiences, and strengthen our performance. As you review this report, you will find that areas not meeting expectations are accompanied by action plans designed to address challenges and promote improvement. Taking ownership of our shortcomings, learning from them, and pursuing meaningful growth are fundamental values that guide our organization.

### Outputs

This section provides an overview of our outputs for the first quarter of 2026. Outputs are straightforward numerical measures that help illustrate the work being performed by our staff, including the services delivered and the individuals served. These figures offer a snapshot of our productivity and the reach of our programs during the reporting period.



As illustrated in the bar graph above, the number of families united through NCA declined in both 2024 and 2025. However, during the final quarter of 2025, we experienced growth across all program areas except international adoption. If this positive momentum continues, we are optimistic that family placements and adoptions will increase in 2026 and that the overall trend will move in a favorable direction.

**Outcomes**

This section focuses on client outcomes—the meaningful and sustainable changes in the lives of the individuals and families we serve. While outputs measure the services we provide, outcomes help us evaluate the impact of those services and whether they are achieving the desired results.

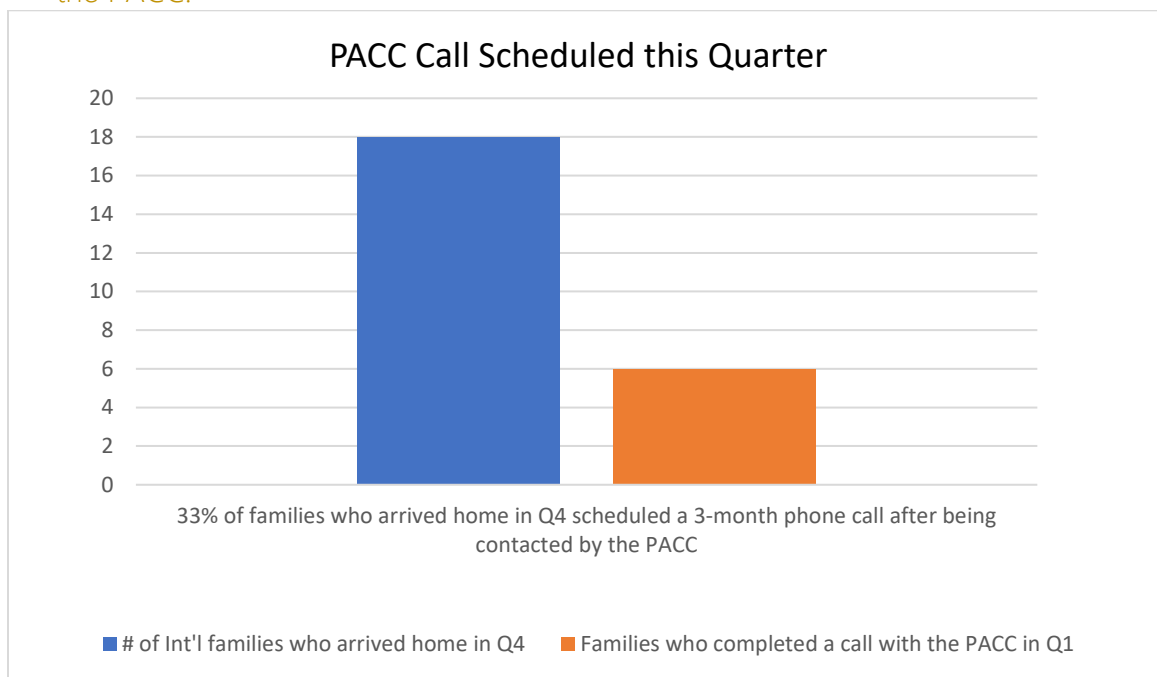
To make our performance easy to understand, we use a color-coded system to indicate the status of each goal:

- **Green:** The goal is being met or exceeded.
- **Gold:** Progress is being made, but the goal has not yet been achieved.

This visual approach allows stakeholders to quickly identify areas of success as well as opportunities for continued improvement.

Adoption Program Goals:

- 60% of international families contacted will schedule a 3-month check-in call with the PACC.



In Q1 2026, 33% of international adoptive families who were contacted participated in a 3-month post-adoption check-in call. This represents a decrease from the previous quarter. Because we have historically not met our prior participation goal, we are revising our benchmark to a more attainable target: 25% of contacted international adoptive families scheduling and completing a 3-month check-in call. If this goal is met consistently, we will consider increasing the target in the future.

While it remains a priority for us to ensure that international adoptive families are aware of the services offered through the Post Adoption Connection Center (PACC) and to provide support during the post-placement period, we also recognize that some families may not need assistance at the 3-month mark. We will continue our outreach efforts and

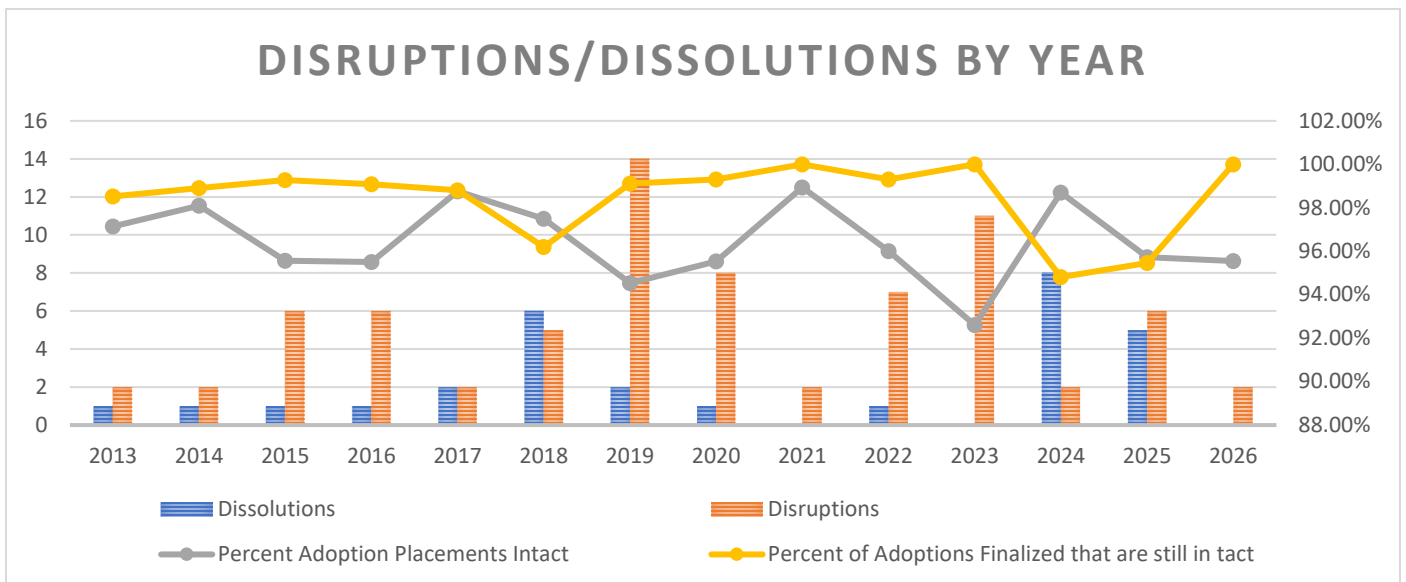
explore strategies to improve participation while maintaining meaningful contact with families.

- **Less than 1% of Nightlight adoptions will end in dissolution.**

In 2026, thirty – eight (38) adoptions have been finalized. There have been no dissolutions in the first quarter of 2026. Therefore, we are meeting our goal thus far. So far in 2026, 100% of adoptions finalized are still in tact.

- **Less than 10% of Nightlight adoptions involve disruption.**

Nightlight had two (2) disruptions in the first quarter of 2026. Forty-four (44) children were placed for adoption so far in 2026. These two disruptions were a sibling group that disrupted from their adoptive placement in our Anchored in Hope program. Our disruption rate for Q1 is 4.5%. The percentage of 2026 adoption placements that remain intact for the year is 95.55%.



As noted in our previous report, 2024 was a particularly challenging year with respect to adoption dissolutions. Although the children involved were adopted in prior years—some as far back as 2015—the number of dissolutions that occurred during 2024 was concerning. While the number of dissolutions decreased in 2025, it remained higher than desired and continues to be an area of focus for the agency.

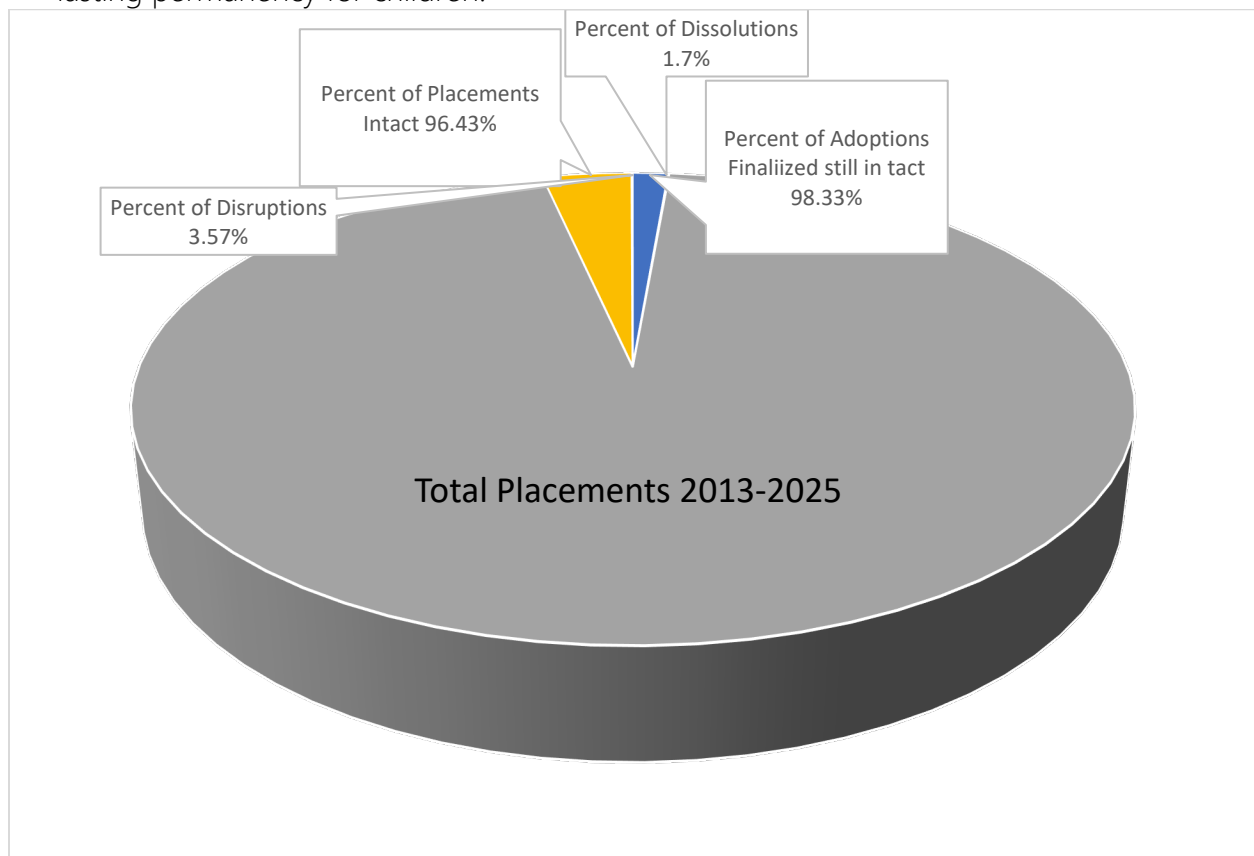
In 2025, adoption disruption rates also increased compared to the previous year. Nightlight experienced four disruptions in its Domestic Adoption Program and three disruptions in its Anchored in Hope Program. While any disruption is disappointing, it is important to view these outcomes within the broader context of agency services. During

the same period, Nightlight facilitated approximately 140 placements that did not result in disruption and celebrated 110 adoption finalizations that remain intact.

So far in 2026, we have had 2 children disrupt (siblings place in the same home) from placement in our Anchored in Hope program and no adoption dissolutions.

Nightlight remains committed to strengthening placement stability and improving long-term outcomes for children and families. To support this goal, the agency has implemented several interventions, including a comprehensive referral review process, the Placement Stabilization Team, and ongoing coaching and support through the Post Adoption Connection Center. In addition, because a majority of recent dissolutions have occurred within the international adoption program, Nightlight is evaluating and enhancing its international parent preparation and education process.

Although we recognize that adoption involves complex factors and that not every adoption will ultimately be successful, we remain committed to continuous quality improvement. We will continue to evaluate outcomes, identify trends, and implement evidence-informed interventions designed to increase placement stability, reduce disruptions and dissolutions, and provide families with the support needed to achieve lasting permanency for children.



## Foster Care Program Goals:

- Less than 10% of Nightlight foster parents certified will close their foster home in the first year for anything other than adoption of the foster child placed in their home.

During Quarter 1, eight foster families who had been licensed within the previous year closed their homes for reasons other than adopting their foster child. During the same period, 60 foster families were newly certified, resulting in a first-year closure rate of 13%. This represents a decrease from the previous quarter.

Of the eight families that closed, six did so due to changes in family circumstances, such as relocation, pregnancy, or other personal factors that affected their ability to continue fostering. The remaining two families transferred to another agency, which was also reflected in the previous report. Encouragingly, none of the closures were related to foster parent burnout, concerns regarding the fostering experience, or allegations of abuse or neglect. These closures were distributed across multiple offices and do not indicate any geographic or programmatic trends.

While it is always disappointing to see foster families discontinue fostering within their first year of licensure, these closures also provide valuable information that can help Nightlight evaluate and strengthen its recruitment, training, and support efforts. Retaining foster families is critical not only because of the significant investment required to recruit and certify new families, but also because stable and committed foster homes are essential to reducing placement disruptions and improving outcomes for children.

Nationally, more than half of newly licensed foster families stop fostering within their first year. Although Nightlight's first-year closure rate remains significantly below the national average, we remain committed to continuous improvement. We recognize that fostering may not be the right fit for every family, and some closures will occur due to circumstances beyond anyone's control. Nevertheless, our goal is to equip families with the preparation, support, and resources needed to foster successfully for the long term.

Nightlight will continue to prioritize the retention and support of foster families, particularly during their first year of licensure, through ongoing training, responsive case management, peer support opportunities, and proactive engagement designed to promote stability and success.

- 75% of children placed with Nightlight Healing Homes will have only 1 placement

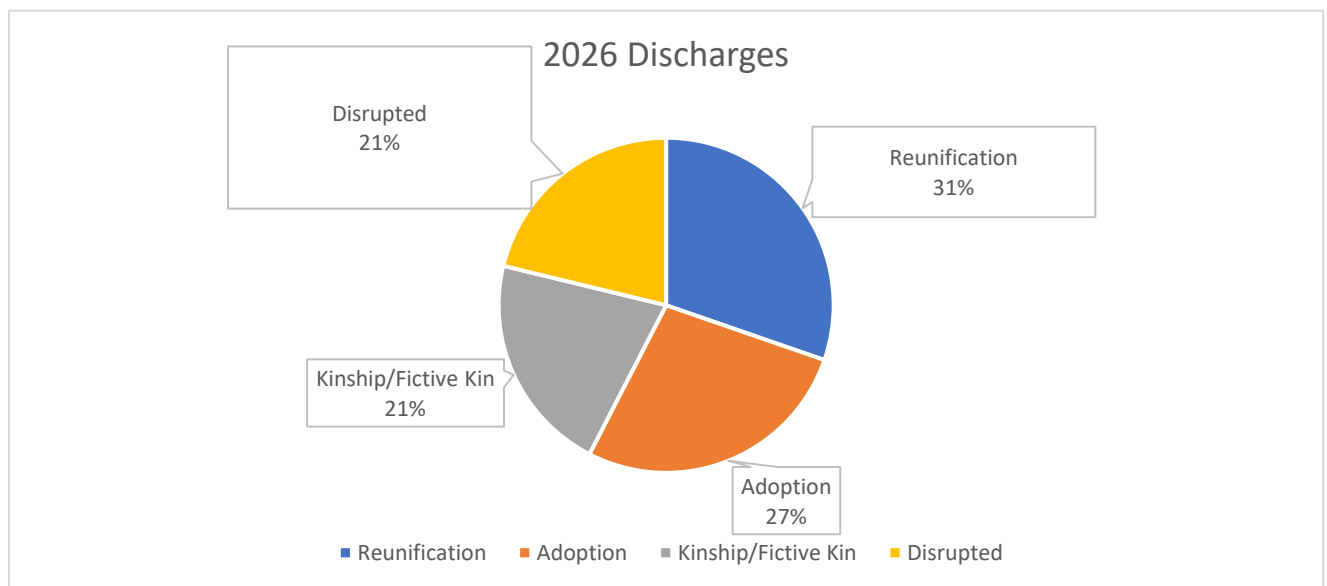
In 2026, eighty-one (81%) percent of children placed into Nightlight Healing Homes experienced no moves or disruptions. Recognizing the detrimental effects of multiple

relocations on children, Nightlight has consistently upheld a stringent standard. Our unwavering commitment to improving disruption rates has been evident throughout the year, culminating in this remarkable achievement. We take great pride in the positive impact our efforts have had, and we look forward to continuing this trajectory of success in the future.

- 80% of children discharged will be discharged to permanency (reunification, adoption, kinship)

A total of thirty-three (33) children were discharged from Nightlight Healing Homes during the first quarter of 2026. Of those children, 78% achieved permanency through reunification, adoption, kinship placement, or independent living. This percentage has remained consistent with the final quarter of 2025.

Nightlight remains steadfast in its commitment to helping every child achieve a safe, stable, and permanent family connection. We believe that permanency is the most desirable outcome for children in foster care and serves as the foundation for long-term well-being and success. Our programs, services, and support efforts are intentionally designed to promote permanency and ensure that children and families receive the resources necessary to achieve lasting stability.



Pregnancy Support Services Goals:

- 100% of clients served will receive counseling and education on their available birth options to empower them to make an informed decision regarding their pregnancy and reduce the number of abortions

Nineteen (19) women became clients of Nightlight so far in 2026. Of those, two (2) reached out after their child was born. Of the remaining seventeen (17), 17 received pregnancy counseling that included birth-options counseling.

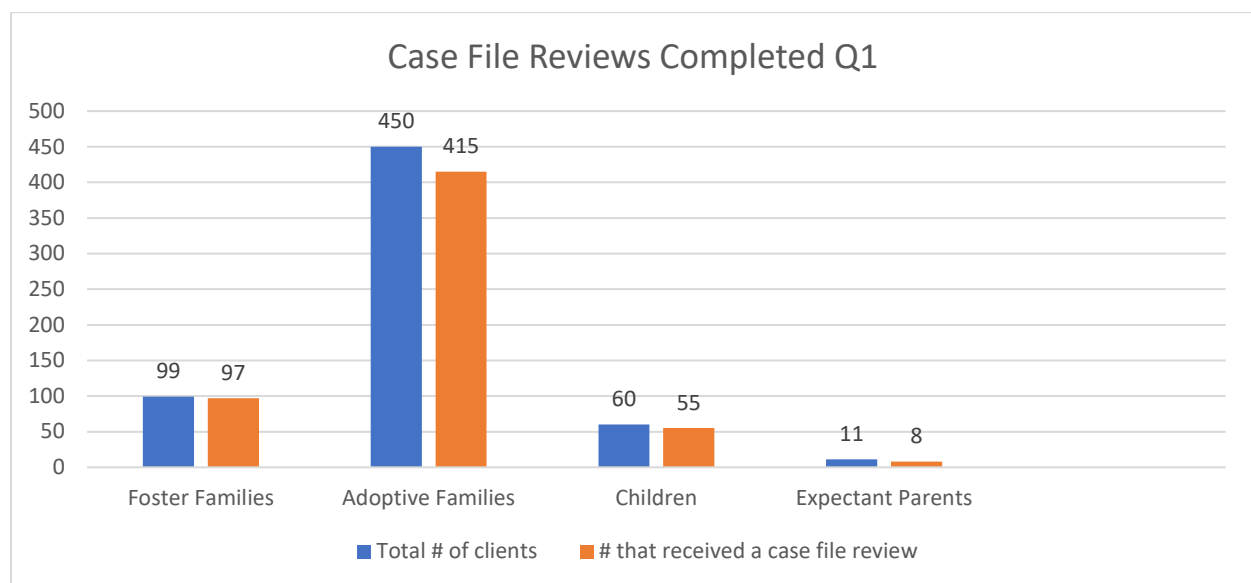
This means that 100% of the women who received pregnancy counseling also received birth-options counseling.

- 80% of clients surveyed will reflect satisfaction with how their birth options were explained to them and knowledge of how to access counseling services moving forward

In the first Quarter of 2026, we had seven (7) birth parent surveys returned. All 7 respondents reflected 100% satisfaction with how their birth options were explained to them and the knowledge of how to access counseling services moving forward.

### Ongoing File Reviews

Nightlight takes a utilization management approach to case file reviews with ongoing supervision, and all case files are reviewed quarterly when active, with a final review on case closure. The intent of the file review is to ensure that the records contain all of the required information to meet state, federal, and accreditation standards while also providing the best adoption practices to all our clients. It is an opportunity to assess the quality-of-service delivery and ensure that confidential information remains confidential. Ongoing file reviews with supervisors also allow for case reviews and service adjustment, as client needs change.



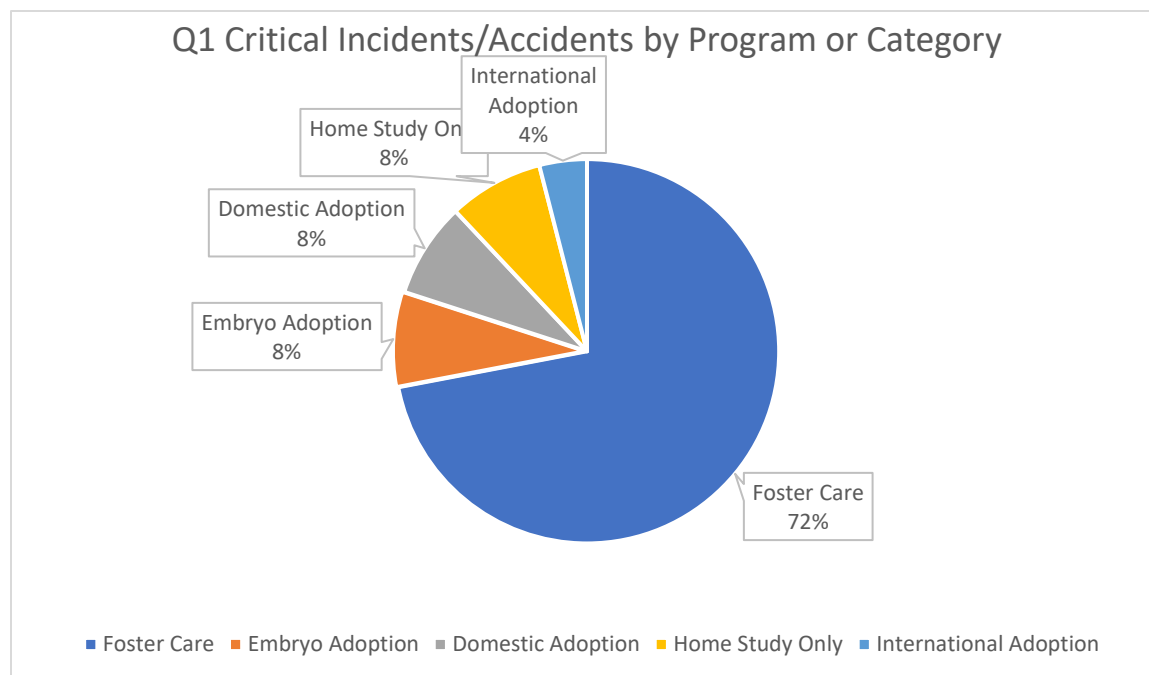
- Complete eighty percent (80%) of all case file reviews per quarter.

In the first quarter of 2026, our team’s completion of case file reviews significantly improved over the final quarter of 2025. We either met or exceeded our goal of 80% completion in for all clients except expectant parents. For adoptive families, our percentage of case file reviews completed was 92%, foster families 98%, foster children was 98%, and for expectant parents 72%.

Each office is committed to meeting or exceeding this goal in 2026.

### Critical Incidents/Accidents

As part of the PQI process, Nightlight has a critical incident reporting procedure where specific accidents and critical incidents are reported to the PQI team for review and feedback. During the 1st Quarter of 2026, the PQI team reviewed thirty-four (31) critical incidents involving twenty-five (25) children.



Of the twenty-five (25) critical incidents this quarter:

- **Three** involved a serious injury of a child taken to urgent care or the ER. In most cases, the injuries occurred outside the foster home (school, friend’s home).
- **Four** involved children taken to urgent care for the ER. Many of these were incidents of RSV diagnosis.
- **Two** involved a child engaging in self-harming behavior.

- **Three** involved drug or alcohol abuse by children in foster care (2 children, 3 incidents)
- **One** involved a child death where a newborn died shortly after birth.
- **Twelve (12)** involved allegations of physical or sexual abuse.
  - Seven of these allegations were made against biological parents, and the incidents occurred **prior to entering care**, not in the foster home.
  - Three allegations involved Nightlight foster families; **CPS determined two cases to be unfounded and one is still pending.**
  - One involved a grandparent adoption where Nightlight has completed the home study. Although the allegation was ruled unfounded, the family admitted to some of the allegations. The family is in counseling and Nightlight is assisting the grandparents will finding more resources and support.
  - One allegation of domestic abuse was reported by a family who adopted through our Snowflakes program.

The PQI team has reviewed all critical incidents and provided feedback to staff.

### Client Satisfaction

Client satisfaction is very important to us achieving our mission. Our goal is to have a 25% survey participation rate. Our overall survey satisfaction goal is 80%.

Currently, Clients receive an e-mail asking them to follow a link to complete a short survey and then a follow up e-mail reminder about two weeks later.

Below are the survey results for Quarter 1 of 2026.

Survey Title	Number of Surveys Sent	Number of responses	Percentage of Participation	Satisfaction Rating
Snowflakes SFE Completed Survey	40	18	45%	90% overall satisfaction
Snowflakes Adopting Parent Survey	35	21	60%	92% overall satisfaction
Snowflakes Placing Parent Survey	42	21	50%	90% overall satisfaction
Expectant Parent Survey –	8	0	0%	n/a

After Choosing to Parent				
Birth parent Survey – 4 weeks after Placement	17	7	41%	100% overall satisfaction
Domestic Family Survey – Match Ready	12	4	33%	100% overall satisfaction
Domestic Family Survey - 4 Weeks Post Placement	16	5	31%	96% overall satisfaction
International Family Survey – Dossier Complete	28	11	39%	94% overall satisfaction
International Family Survey – Child Home	14	5	36%	100% overall satisfaction
Foster Parent Survey – Home Closed	10	6	60%	97% overall satisfaction
Foster Parent Survey – Initial Certification	12	3	25%	100% overall satisfaction
Foster Parent Survey – Re-certification	0	0	n/a	n/a – we continued in Q1 of 2026 to have issues with the emails going out for surveys. However, I can see that 4 emails have already been sent out for Q2 of 2026.
Home Study Survey – HS Completed	73	24	32%	90% overall satisfaction

Renewed Hope Adoptive Family – After Match	1	2	100+%	100% overall satisfaction
Renewed Hope Adoptive Family – After Adoption Finalization	1	1	100%	100% overall satisfaction
Renewed Hope Placing Family – After Child Summary	2	1	50%	100% overall satisfaction
Renewed Hope Placing Family – After Dissolution	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Match Ready	0	0	n/a	n/a
Anchored in Hope Adoptive Family – Placement Complete	1	1	100%	100% overall satisfaction
Anchored in Hope Adoptive Family – Adoption Finalized	0	0	n/a	n/a
Post Adoption Support Survey	25	1	4%	20% overall satisfaction

As evident from the table provided, 15 out of 17 types of surveys sent resulted in meeting our goal of 25% response rate. Two surveys resulted in a response rate lower than 25% and 4 surveys did not have any clients who met the requirements to have any surveys sent. This is an improvement over from last quarter.

Encouragingly, all except one survey received an 80% or higher satisfaction rating. The one survey which returned a 20% satisfaction rate was from a client who completed an adoption some time ago. The Post Adoption Survey goes out 3 months after a family returns home.

The person completing the survey did not actually rate the PACC but instead complained about their international adoption process and seemed most upset about the cost. We are always pleased to see that families are satisfied with the services they are receiving from Nightlight. When families are not satisfied, we reflect on feedback and make changes when possible.

Some of the most valuable information we get is in the form of comments through the narrative section on surveys. Below is a sample of what our clients are saying (All client identifying information has been removed.):

*“Carley's communication was top tier. We really appreciated the prompt and clear communication. The follow up and follow through made this entire experience excellent. The training, also, was excellent.”*

*Home Study Family*

*“I first met Mandi at a 111 Project event and from that moment I knew that Nightlight was going to be a great fit for my family and me.”*

*Newly Certified Foster Family*

*“I think documentation can be improved so that it's consistent and easier to follow. It was also a bit odd that we had to use the portal for the early phase of the process but that we never went back there again. I'd try and ensure consistency across the different phases of the process.”*

*International Adoption Family*

*“They have been nothing but communicative, caring, open, and supportive. Any question I had they answered quickly and without judgement.”*

*Domestic Adoption Family*

*“The matching process can be long but the ability to check in on your own terms is nice. It did feel like there were some learning curves to not feel educated enough in decisions but we learned through them.”*

*Snowflakes Adoption Family*

*“Positive: clear communications/expectation setting.”  
Snowflakes Placing Family*

*“Every team member has been very personal and helpful!  
SFE Family*

*“The communication and openness regarding my process was something I am very content with. There was never a moment where I felt confused or hesitant. Everything was done extremely well and I give my thanks to this organization.”  
Birthmom*

We receive a significant amount of narrative feedback from the families we serve—far more than could reasonably be included in this report. Overall, the feedback we receive is overwhelmingly positive. When concerns or constructive criticism are shared, our team carefully reviews the feedback, discusses opportunities for improvement, and identifies ways to enhance our services moving forward. We are grateful to every family who took the time to share their experiences with us this quarter, as their feedback plays a vital role in our ongoing commitment to quality improvement.

### **Recognition**

This quarter, we are proud to spotlight and honor **Amy Eudy**, Home Study Coordinator in our South Carolina Office. Amy has been a member of the Nightlight team for 13 years. In that time, she has served countless families through the home study process and assisted her HSC counterparts in every office. I think everyone at Nightlight agrees that Amy’s warmth and positivity is a blessing. Her bubbly personality and smile brighten up the atmosphere. Please join me in thanking Amy for her dedication to children and families.



Amy was nominated for this recognition by Katie England who had this to say about her.

"Amy approaches her job responsibilities with efficiency, dedication, and empathy. Her unwavering commitment to Nightlight and the families she works with is evident in every interaction, whether in person or over the phone. She consistently puts the needs of others above her own and exemplifies her faith through her dedication to serving others. She never hesitates to stop what she is doing to answer the phone, greet someone as they walk by, or offer to help (even if her plate is already overflowing). Through the years, Amy has volunteered to help support other Nightlight offices, including traveling to provide training as needed. I am continually impressed by Amy's ability to communicate with warmth and professionalism, even in difficult or sensitive conversations, which she navigates with kindness and grace. Amy is one of the most genuine, considerate, compassionate, and selfless individuals I know. Quite simply, Amy brings joy and encouragement to others just by being present." ~ Katie England

*"A joyful heart is good medicine..." Proverbs 17:22a*

### Future Plans

We hope you found the information contained in this report helpful. We continue to improve our data collection methods, and we are using all PQI data to inform our services, make improvements, and serve clients better.

Contact us!

If you have any feedback about this report, please contact via e-mail or phone: [lisa@nightlight.org](mailto:lisa@nightlight.org) or (502)423-5780.

~~~~~  
~~~~~